

## Key Account Specialist – Transplantation (Vancouver or Calgary based)

*Note: The use of the masculine gender includes the feminine and is employed solely to facilitate reading.*

Can you imagine a career that touches the lives of people everywhere? Can you imagine yourself working in a fast paced and dynamic workplace where rapid decision making, entrepreneurial initiatives, customer service and community become your new vision? A vision that drives our growth and success...if so, then Paladin is the place for you!

Paladin Labs Inc., headquartered in Montreal, Canada, is a specialty pharmaceutical company focused on acquiring or in-licensing innovative pharmaceutical products for the Canadian market. Paladin has a focused marketing and sales organization that has helped it evolve into one of Canada's leading specialty pharmaceutical companies. Paladin Labs is an operating company of Endo International plc, a highly focused generics and specialty branded pharmaceutical company.

We are a dynamic and fast growing organization. Paladin is constantly looking for great people to contribute to our growing business. We believe in empowering our employees by giving them the freedom to raise new ideas and encourage decision making in an environment that fosters the growth and development of each individual. Paladin's culture is committed to building our business as well as our community, helping others, encouraging integrity and inspiring people to make a difference.

### Position Summary

The key account specialist responsibility is to be the subject matter expert regarding the product and the therapy within their segment and is accountable for the achievement of activity, sales targets and maintaining the pipeline of opportunities in their territory.

This role will apply in-depth account knowledge in developing, strategizing and implementing integrated sales/service plans that will effectively leverage Paladin's products, service and resources, and this position will ensure and measure customer satisfaction and loyalty.

### Reports To

National Sales Manager

### Specific Responsibilities;

#### Manage and plans sales to achieve brand revenue targets:

- Promote a high degree of awareness of products, services, programs, and therapies with customers to achieve sales targets through the use of clinical tools and resources.
- Execution of the sales POA (Plan of Action).
- Lead contracting cycle as required.
- Manage the sales funnel annual operating plan and future (pipeline of opportunities).
- Lead the development and implementation of the strategic plan for key accounts in conjunction with the cross functional teams.
- Coordinate/Leverage Paladin's resources appropriately for the customer.
- Translate the strategic marketing and regional sales plans into account-specific plans and activities.
- Review and analyze data/systems/processes to identify and create business opportunities and to improve tactical implementation of strategic goals.

#### Customer relationship and Territory Management:

- Problem solve and own customer issues, while ensuring all parties and team members are kept informed of relevant information and resolution, in order to enhance customer loyalty and revenue generation.
- Maintain knowledge of competitive practices to better position products to win.

- Provide feedback and keep in close communication with Sales Management/Marketing around customer needs, sales objections, competitive advantage levers and competitor's activities and information.
- Develop trusting and long-term relationships with all key decision makers/influencers (including executive suite personnel and program directors) in order to develop sales opportunities.
- Account expertise and deep understanding of customer needs.
- Leads the strategic planning process and execution at the account level.
- Manage and liaise with hospital stakeholders in order to get approval of product on hospital formularies
- Identifying key thought leaders in hospitals with growth opportunity, targeting and establishing effective relationships with these influential customers including nephrologists, nursing staff, clinical pharmacists and hospital administration.
- Calls on prospective customers, providing technical product information and/or product demonstrations in the transplant suite to include: in-servicing, educational presentations and information for on label indications.

**Maintain product / therapy expertise:**

- Training and self-directed learning
- Responsible for self-directed maintenance of product and therapy expertise
- Attend company training and utilize of clinical resources to enhance knowledge and learning.
- Attend trade shows, conferences and conventions as required.

**Knowledge/Skills/Abilities**

- Collaboration and Teamwork - Defines success in terms of the whole organization; can develop vertical and horizontal internal and external relationships; willing to participate & contribute to efforts beyond own scope of responsibilities; seeks and gives feedback and input
- Ability to identify competitive threats and opportunities, business trends, market place.
- Strong negotiation, strategic analysis, leadership and customer networking skills
- Learning agility to adapt to a rapid changing healthcare market.
- Demonstrated ability to deliver on sales objectives with proven sales performance

**Candidate Profile**

**Required**

- Bachelor's degree required.
- Minimum of 4+ years of relevant medical device/healthcare sales experience within hospital environment
- Thorough clinical knowledge within the transplant space in hospitals
- Deep understanding of diagnosis and treatment referral patterns/specialties
- Successful experience in Hospital or Specialty Sales and the support of in-patient to out-patient continuum of care. Must have demonstrated prior top sales performance for multiple years
- Demonstrated strong capability in hospital account management and proven sales performance track record.
- Experience in a matrix selling environment

**Asset**

- CCPE Accreditation.
- Bilingual – written and spoken.
- Master of Business Administration (MBA).
- Sales to specialists, specifically nephrologists or within transplantation.

*To apply, please send your resume: [hr@paladinlabs.com](mailto:hr@paladinlabs.com)  
Only selected candidates will be contacted.*